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THE UNIVERSITY OF ALBERTA

A SURVEY OF EDMONTON ADULT GUIDANCE NEEDS

BY



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A THESIS

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The undersigned certify that they have read, and recommend to the Faculty of Graduate Studies for acceptance, a thesis entitled "A Survey of Edmonton Adult Guidance Needs" submitted by Neil W. McDowell in partial fulfilment of the requirements for the degree of Master of Education.



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ABSTRACT

The purpose of this study was to discover the extent of an assumed need for vocational counselling facilities for working adults in the city of Edmonton. Inquiry was made into vocational maturity, present and past job satisfaction, desire for vocational counselling, experiences regarding aptitude and occupational interest inventories.

A questionnaire was constructed and mailed to 1,000 subjects randomly chosen from the 1968 Edmonton Federal Electoral Listings. Following two mailings 457 questionnaires were returned and 143 respondents were contacted by telephone in order to obtain a sample arbitrarily set at 600 respondents.

Results of the study showed that a majority of respondents indicated both a need for more information on jobs and careers and that it would be beneficial if vocational counselling were available. A number of respondents claimed they had been unhappy and dissatisfied with most jobs in the past and also reported being unhappy to some degree with their present employment.

It was concluded on the basis of the findings that there is a need to make available vocational guidance and counselling services for working adults.

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CHAPTER 1

INTRODUCTION

In this era of rapid technological change many events are occurring which affect the role of working adults in society. With more information and knowledge, new scientific concepts are emerging. New materials and processes are appearing in industry. New instruments, machines and processing controls replace the older techniques. Significant changes are taking place educationally. Emphases in education are changing with the offering of more subjects, different techniques of instruction and retraining programs. One of the net effects of these patterns of behavior that are being adopted by society is to throw the worker into a more complex role causing that individual to take on more vocational decision-making responsibilities (Wrenn, 1965).

It appears that the ever more complex vocational decision-making situations which an individual faces, as noted by Cosgrove (1965), are intensified by:

- (a) The disappearance of older guidelines from society which formerly aided the individual in making choices;
- (b) alterations in work and education which make the task of career planning more formidable;
- (c) the realization that society requires the fullest development of each person's abilities.

A. Problem

It is recognized that a need for vocational counselling services exists within educational institutions. Results from a recent survey reported by the Alberta Department of Education (1968) notes that 58.9% of Alberta's teachers and counsellors and 82.4% of the principals felt that the number of counselling and guidance personnel is insufficient.

As pointed out, recognition has been given to the need for vocational counselling facilities within educational institutions. As yet, however, it would appear that little consideration has been given to the expansion of counselling services in order to provide the opportunity for working adults not attending an educational institution to receive assistance in vocational decision-making.

Wrenn (1965) states that if working members of society are to be fully purposeful, productive, and efficiently functioning in terms of human betterment and growth through each of their individual adult lives then vocational counselling facilities should be available. This service should be available to serve the needs, if they are already not served adequately, of more than just those attending an educational institution.

Authorities such as Wrenn (1965), Borow (1964), Super (1957), explicitly note that vocational counselling can benefit and assist an individual in a wise career choice. It is not known, however, what vocational guidance and counselling services are available to working adults in the City of Edmonton. In brief, it would therefore seem necessary to explore the question of the need to provide vocational

counselling services that will serve the adult working population. Understandably, if the need for such services is extensive, then civic, provincial, and federal employment agencies and social assistance departments could benefit from this knowledge.

B. Purpose

It is the purpose of this study to provide information which clearly indicates the extent to which a need exists for vocational counselling facilities for working adults in the city of Edmonton. While many authorities such as Super (1963), Tiedman (1958), Roe (1964), Holland (1963), Tyler (1961), Wrenn (1965), Unruh and Richardson (1966), emphasize the importance of guidance and counselling in the area of occupational and career choice, this writer has not found a study which assesses the extent of the need among working adults for professional assistance in the vocational decision-making process.

A review of the literature revealed an abundance of research on vocational development and behavior, along with theories which imply a need for vocational guidance and counselling. Conversely, few studies were found in the professional journals and texts which attempted to show objectively, in the vocational guidance area, the extent of a need for vocational counselling and guidance or the type of any assumed need.

In view of the present counselling facilities (as reviewed in Chapter 2) it seems helpful to ascertain the extent of the need demonstrated by working adults in the city of Edmonton for vocational

counselling services. It is pertinent to ask whether adult workers have been satisfied with past and present jobs in their working career. Are most working adults sufficiently vocationally mature to be able to deal adequately with the modern day choice-making tasks with which they are faced?

To answer questions regarding the type of the assumed need further information concerning vocational maturity, need for professional assistance in choice-making, and vocational information is required. When such basic data are available, educators, manpower officials, welfare administrators, and various social assistance personnel will be better able to determine what kinds of services are needed.

C. Limitations

1. This study was limited to the adult population twenty-one years of age and over, residing within the four federal electoral districts (constituencies) of the city of Edmonton, which were registered as Edmonton Centre, Edmonton West, Edmonton East and Edmonton-Strathcona Electoral Districts. This eliminated workers in the 16-21 age category. The Dominion Bureau of Statistics estimates for 1964 (Dhalla, 1966) show that approximately 14,500 females and 13,500 males in Edmonton were in the 15-19 age category, a substantial number of whom presumably would be working.

2.. Working adults only were selected for the study. The subjects for this study included adult Canadian citizens who were listed as working at specific occupations. It was assumed that workers would be

qualified to express opinions on their feelings in the area of vocational choice, need for professional vocational counselling, and occupational information as related to their individual backgrounds. It was assumed that unemployed adults, by nature of their status, generally demonstrate a need for vocational counselling (Magneson, 1969).

3. The study eliminated women classified as non-working. Approximately sixty per-cent of the women's names in the voters' listings were classified as non-working thus eliminating about 3300 women from the original listing of 1,000 names. It was estimated that approximately 200 non-working women were replaced by working men in the selection process accounting for a ratio of about 7 working men to 3 working women in the original listing. The procedure of not selecting working women indicated a bias against women.

4. The study eliminated non-Canadian citizens. This indicated a bias against foreign residents and immigrants because only Canadian citizens constitute Federal voters' listings.

5. The study eliminated approximately 1,100 names from the electoral listings. This was the remainder of names left after 1,000 subjects were chosen.

6. An examination by Kupfer (1967) of the demographic characteristics of Edmonton provides data on the composition of the population. Kupfer reported that the distribution of social rank was spread throughout the city with various areas being characteristic of a certain rank. The electoral districts chosen had representation from each of these ranks.

D. Definition of Terms

Occupation. Occupation may be defined as a specific type of employment in the social structure of work (Super, 1957). Herein, occupation refers to any paid work activity or employment.

Vocation. Vocation is a broad term and connotes a sense of life purpose, mission, or way of life in one's total working career (Borow, 1964). However, as used in this study, vocation refers to type of employment in the working career.

Vocational Counselling. This is the relationship where the counsellor assists the counsellee in developing to his full potential worth. The counsellor helps the counsellee to perceive his environment realistically and view himself objectively. The counsellor's task also includes the interpretation of test information, the relating of information about self and work, the development of problem solving skills, and the encouragement of expression of personal needs, conflicts, anxieties, and aspirations as they relate to vocations.

The term vocational guidance is used to refer to the approach in counselling where the counsellor:

- (1) dispenses advice and occupational information;
- (2) assists the client in choosing an appropriate vocation;
- (3) clarifies and objectively interprets a client's expressed feelings.

Vocational Decision-Making. This is the process involving the

choice among alternatives available to an individual for a career. This process involves occupational information, knowledge of aptitudes, abilities and interests and the necessity for an individual to have a fair degree of understanding about himself. Herein the term refers to an individual's career choice.

Vocational Maturity. In this study, a vocationally mature adult is one who reports satisfaction with his vocational choice, possesses adequate occupational information and has a knowledge of his aptitudes and job interests.

Vocational Counselling Need. A need for vocational counselling is deemed present when workers express a felt need for professional assistance in vocational decision-making or require occupational information.

CHAPTER 2

RELATED LITERATURE

Borow (1964) and Williamson (1961, 1964) report much research on vocational development and behavior, plus many theories in vocational decision making that have been developed. These theories have serious implications which suggest a need exists for vocational guidance and counselling. No research was found, however, which reported on the extent of this implied need.

Super (1963) in his work on vocational development, which entailed "career patterns, developmental character of vocational behavior and process of vocational self-concept" comprised a theoretical orientation which is closely linked with developmental psychology. He views the individual's vocational preferences any career patterns as attempts to implement a self-concept. In view of this it would seem to implicate that counselling could assist the individual in a suitable career choice congruent with the self-concept.

Tiedeman's (1958) work, on theory of careers and their development, involves the use of Roger's theory of personality and self-concept. Tiedeman's theory has practical applications for counsellors for it has shown the usefulness and need demonstrated by his subjects in vocational decision making. Tiedeman maintains that the ultimate goal is to predict and understand the individual's career pattern or work history.

Another vocational psychologist, Roe (1957, 1964), through empirical study shows that personality and family background produce attitudes which influence vocational behavior. Roe is currently exploring a theory of vocational choice, especially with respect to the adult personality, by tracing the adult's final choice of vocation through his life history, with special focus on the early determinants in the parent-child relationship. Roe seeks to explore her theory of choice in empirical studies, in order to obtain further knowledge of the psychological characteristics of occupations. It would seem apparent that this theory implies a need for greater background knowledge of family and personality in order that it may be of use in the applied area of career choice.

Holland (1963) endeavored to categorize subjects into personality types and possibly predict several broad aspects of vocational behavior such as vocational choice, occupational role, work history and vocational achievement. Holland also developed a theory of vocational choice which assumed that at the time he chooses a vocation, a person is a product of his heredity and a variety of cultural and personal forces, including peers, parents, social class, culture and the physical environment. The person making a vocational choice in a sense "searches" for those work environments which are congruent with his personal orientations.

Holland's categorization included the resemblance of a person to each of his six model orientations which he termed "pattern of personal orientations". He pointed out that personal orientations could be assessed by using those scales in interest inventories such as the Strong, the Kuder, the Vocational Preference Inventory which correspond to

various typologies.

Tyler (1959, 1961) points out requirements she considers essential to the problem of communication and of shared meanings in the vocational counselling situation therefore making it a necessity to have professional help in the vocational decision making process.

Parsons (1909) was one of the early proponents of vocational guidance. The model developed by Parsons dominated the field for many years. He claimed that the goal of vocational guidance was "the choice of a vocation, adequate preparation for it, and the attainment of success." In the wise choice of a vocation he noted three broad factors:

- (1) a clear understanding of yourself, your aptitudes, abilities, interests, ambitions, resources and limitations.
- (2) a knowledge of the requirements and conditions of success, advantages, compensations, opportunities, and prospects in different types of work.
- (3) true reasoning on the relations of these two groups of facts.

This pattern or model of vocational guidance was essentially the same for three decades. Later, emphasis changed to the evaluation of aptitudes, abilities, and interests (Paterson, 1949). Emphasis upon another aspect, the relation of the personal and environmental factors developed following the work of Williamson (1937, 1939) and Paterson, (1938).

With emphasis upon the process of recognizing abilities, aptitudes, and interests then matching individuals and jobs, came the factor approach.

This came about with the classification of factors and factor analysis on special abilities by Spearman (1927), Thurstone (1947), and also Guilford (1959). Also the trait approach, used in determining individual differences required of persons in specific occupations, has been given some attention by Super and Crites (1962). Super and Overstreet (1960) point out that, as the process of clarification of alternatives and the facilitation of choices from among them becomes more complex in vocational decision-making, trait psychology as a general system has limitations. Borow (1964) also claims that the trait and factor theory is incomplete which limits counselling based on such a theory.

Theoretical approaches developed in vocational behavior by Wiess, Darvis, England, and Lofquist (1964) in the Minnesota studies on The Measurement of Vocational Needs has practical applications for vocational counsellors in the use of "occupational need" scales.

Gelatt (1962) extends the potential of decision theory as a framework for vocational counselling. Hilton's (1962) career decision-making model derives its major concepts from the theory of cognitive dissonance. Hilton proposes that the reduction of dissonance among a person's belief about himself and his environment is the major motivation of career decision making.

Ginzberg (1952) proposes that vocational choice is a developmental process which takes place over a prolonged period of time, usually spanning beyond the adolescent years. In his study of occupational choice, Ginzberg found that the basis for choice changed in the later years of an individual's life. His findings revealed that this is due

to a changing basis of choice in four areas: interest, evaluation of capacities, values involved, and an appraisal of one's situation with respect to reality factors.

Stefflre (1966), advances ten propositions regarding vocational development and the meaning of work. He theorizes that there are relationships among the self, the self-concept, "occupational persona" (the individual's image projected at work), and the occupational role expectation. Stefflre points out implications for counsellors. He claims that choices moving the individual toward an occupation are of variable importance depending upon age, sex, and social class. He notes that "for some people vocational development and occupational choice may be a very central and ego-involving personality statement, while for others it may be quite peripheral and have little significance for their identity as persons (p. 613)."

Mathewson (1962) points out that better training in personality and handling of personality problems are part of vocational development. He feels that better use should be made of referral resources for help in personality reorganization and states that "co-ordination with social and public services is essential for more effective all around meeting of human needs (p. 333)."

Borow (1964) reports on Flanagan's major research project, known as Project Talent. It is concerned with the study of factors affecting vocational choice and the development of predictors of creativity and productivity. It is a longitudinal study consisting of reports at one,

five, ten, and twenty-year intervals and involves some 440,000 students from a representative sample of secondary schools in the United States.

Williamson's (1964) vocational development theory suggests that vocational development is a central aspect of human development and that counselling may prove to be a psychological technology grounded upon general theory of personality. He believes that the counselling relationship adds significantly to human development and that more productive techniques of assistance in the form of career counselling could aid individuals in the area of career choice.

Patterson (1962) clearly states that vocational counselling is more than the matching of aptitudes, abilities, and interests with job demands and requirements. He defines the vocational counselling process as one which "assists the person to develop an understanding of himself and his environment, and to integrate the two to enable him to resolve problems, make choices, and develop and carry out plans (p. 134)." Patterson's theory evolves around vocational development. He notes that vocational problems are involved with the personality and that self-concept is important in occupational choice.

Wrenn (1965) after his analysis and interpretation of new directions in society, of changing ideas about human behavior, and of the newly emerging roles of school, recommends:

That primary emphasis in counselling students be placed on the developmental needs and decision points in the lives of the total range of students rather than upon the remedial

needs and crisis points in the lives of a few students, with the major goal of counselling being that of increased responsibility and an increased maturity in decision making on the part of the student (p. 109).

Dhalla (1966) in his source book on socio-economic facts entitled "These Canadians" points out some of the causes of unemployment among young adult workers. He notes that young workers (age 14 to 24) who in 1965 constituted only 23% of the labor force but accounted for 39% of the total unemployment in Canada, frequently quit work on their own account as part of the process of finding a satisfactory career field. Vocational counselling could aid this group in being employed in an area which would contribute to their personal well-being and happiness plus assist each individual to reach his full potential. The resulting benefits to the individual, the economy, and the entire society would be rich indeed (Dhalla, 1966).

Unruh and Richardson (1966) point out that in this age of automation and cybernation:

Uneducated and unguided youth will find little sympathy in the business community. They will, during their lifetime, find it necessary to return to some source for additional counselling, perhaps several times, and some will need re-training more than once (p. 31).

In view of the increased complexity, as pointed out by Wrenn (1965), in vocational decision-making many private firms have established themselves as consultants in the personnel placement field. While usually representing employees on a fee for service basis, some firms do assess individuals in an effort to find them suitable employment.

A survey by this writer of private personnel agencies in the city of Edmonton found one private company that performs a vocational guidance function and operates a testing service. This firm provides a service to individuals who are seeking vocational information and an assessment of aptitudes, abilities, and interests. A substantial fee for these services eliminates low income groups who cannot readily afford this kind of professional help in seeking a satisfactory occupation. This particular firm devotes itself mainly to the interviewing and testing of applicants for executive and professional positions with industrial concerns. These companies pay fees to have individuals assessed for certain positions and so the firm therefore acts chiefly as a personnel placement agency for large corporate and industrial concerns. Few of the subjects interviewed and tested are individual self-referrals seeking professional advice.

It was found that intensive interviewing techniques were carried out by other private placement agencies, but no comprehensive testing programs were in effect. It was noted that with the procedures employed and information resources used by these firms, the directive guidance function was carried out. When representatives or personnel consultants of these agencies were questioned on such, the response was usually an elaboration on the "depth interview" techniques and "skillful interviewing" used to unveil attitudes that might exist towards authority, the individual's reactions to different situations, and outlooks regarding various occupational roles. This approach enabled the agency to effect a screening technique used to assist them in evaluating acceptable personnel for placement purposes.

Other vocational placement agencies, such as Canada Manpower (Federal Government) and the City of Edmonton Social Services Department offer placement services but little professional help for the individual in the vocational decision-making task. The Federal Government offices are stocked with batteries of standardized aptitude, and ability tests and also individual interest inventories. According to one Manpower official, limited use was made of these instruments and conditions were either poor or non-existent for testing purposes in many cases.

A pilot study was undertaken, under the auspices of the City of Edmonton Social Services Department, to counsel forty chronically unemployed men and assist them with a vocational choice. Upon assessment through testing and counselling of these forty men, training for some and appropriate employment for others was initiated. At the time of this writing some men had been trained and placed in suitable employment. The program has been enlarged to accomodate more candidates as the directors of the project feel it has been fairly successful. However, no conclusion as to the long term results and success of this program has been reached as it is a continuing longitudinal study. An Interim Report is available of the "Resource Mobilization Project" from the Edmonton Social Services Department, 6th Floor, CN Tower, Edmonton, Alberta.

CHAPTER 3

METHODS, PROCEDURES, ASSUMPTIONS

A. Population

The subjects were chosen from the 215,036 names comprising the 1968 Federal voter's listing of the four Edmonton Electoral Districts: Edmonton Centre, Edmonton East, Edmonton West and Edmonton-Strathcona constituencies.

B. Selection Process

A table of random numbers was used to determine a starting point, after which every 200th name was selected from the voter's listing until 1,000 names were obtained. About 1,100 names remained after the selection process. Only working adults were chosen for subjects from the voter's listing which classified each individual occupationally. If the 200th adult was classified as non-working, then the next name in the listing classified as a worker was substituted. It was estimated that approximately sixty per cent of the women's names were classified as non-working therefore accounting for an elimination of approximately 300 women from the study.

C. Method of Data Collection

Data were collected through means of a questionnaire (Appendix A). This questionnaire was mailed together with a covering letter

(Appendix B) explaining the reason for this study and an enclosed self-addressed envelope to each subject. After six week's time, a second copy of the same questionnaire and a different covering letter (Appendix B) explaining the importance of having a response, together with an enclosed self-addressed envelope was sent to those subjects who had not yet returned a questionnaire. Approximately three months later a follow up of 143 unreturned questionnaires was undertaken by telephone. The purpose of this follow up was to secure data by telephone from these subjects so as to fulfill a desired objective which was arbitrarily set at 600 returns.

D. Reliability

1. A method of checking the reliability of responses was employed and is reported in Chapter 4. Fifteen respondents who had returned questionnaires were selected and contacted by telephone in order to see if their responses were the same as originally submitted by questionnaire.

2. A comparison of mail respondents and phone respondents was made and is reported in Chapter 4. One hundred forty-three respondents contacted by telephone were compared with 457 respondents who returned questionnaires by mail to see if their backgrounds were similar in terms of age, years of education, number of years lived in Edmonton and income category.

E. The Instrument

The instrument used to gather data in this study contained

twenty items, fifteen of which allowed for the respondent to simply underline one of several alternatives, three of which required a brief written response and two of which required a numerical figure to be entered, i.e.: age and number of years lived in Edmonton.

The questionnaire required confidential information so the investigator attempted to assure each respondents' anonymity, on the theory that this would increase the validity of the respondent's self-reported information (Wylie, 1961). Each respondent was identified only by a code number designated at the top of the questionnaire.

E. Assumption

It was assumed that there is a need to make available vocational guidance and counselling services for working adults who are outside institutions offering such facilities.

Answers to the following eight questions arising from this assumption provided information to help determine the extent and type of need.

1. How many subjects have been unhappy and dissatisfied with either an occupation in the past or present?
2. How many subjects feel that they lack information and knowledge about jobs or occupations and careers?
3. How many subjects have never had the opportunity to find out their occupational interests through an interest inventory testing process?

4. How many subjects have never sought out information as to the nature of a certain job or occupation through a vocational guidance counsellor?
5. How many subjects claim it would help if vocational guidance and counselling facilities were available?
6. How many subjects who have been dissatisfied with their occupations both in the past and present, have less than a high school education?
7. How many subjects who have held ten or more jobs during their working career have less than a grade 12 education and an income of less than \$3,000 annually.
8. How many subjects who have never had any kind of professional aid in the form of vocational counselling have been unhappy or dissatisfied with most of their jobs in the past?

F. Statistical Treatment

Data were computed so as to provide the frequency and percentage of responses to each item. The mean, and standard deviation of respondents' age, years of formal education, number of years lived in Edmonton, and income category were computed. A t test was applied to the means for age, years of formal education, years lived in Edmonton, and income category in order to compare that group of 457 respondents returning questionnaires by mail to those 143 respondents contacted by telephone. Contingency tables were constructed and chi-square tests were applied in order to discover if any relationships existed among the variables (Chapter 4).

CHAPTER 4

RESULTS

A. Introduction

It was assumed that a need exists for vocational guidance and counselling services for adults who are outside institutions offering such facilities. The purpose of this study was to investigate the extent of this need.

This chapter reports on the reliability of the research instrument, describes the subjects and presents the findings.

B. Reliability

1. Reliability of Responses.

A reliability check of the questionnaire was made by establishing whether or not respondents who had returned questionnaires would, upon inquiry by telephone, give the same response as originally submitted.

Using a table of random numbers to determine a starting point, every thirtieth code number of the 457 respondents was looked up until a total of 15 names were obtained. These 15 subjects were contacted by telephone and requested to assist the researcher by answering the questionnaire a second time, this time orally. It was found that the responses submitted

by written questionnaire were exactly the same as those responses given 10 months later upon inquiry by telephone.

2. Comparison of Respondents to Non-Respondents

The group of 143 respondents contacted by telephone were compared to 457 respondents who returned the questionnaire by mail. They were found to be similar in terms of age, years of formal education, number of years lived in Edmonton and income category (Table 1).

C. The Subjects

The 600 working adults were composed of 473 males and 127 females, or about a 3.7 to 1 ratio in favour of males. It was estimated that sixty per cent of the approximate 500 women's names were classified as non-working. This eliminated approximately 300 women. Considering the replacement procedure, the final listing contained a ratio of male workers to female workers of about 7 to 3.

The response indicates about the same proportion of women and men responded as were sent questionnaires. There seems to be an additional bias against women in the number of subjects in this study, however, as the Dominion Bureau of Statistics 1968 Labor Force figures (Table 2) show the ratio of male to female workers as approximately 5 to 2.

In an attempt to compare the subjects, in terms of years of

TABLE 1

DEMOGRAPHIC DATA OF RESPONDENTS RETURNING QUESTIONNAIRE BY MAIL
AND RESPONDENTS CONTACTED BY TELEPHONE

Variable	Respondents Returning Questionnaire by Mail N = 457		Respondents Contacted by Telephone N = 143		Value of t for Test of Significance Between Means	Probability level .05
	Mean	S.D.	Mean	S.D.		
Age	39.85	12.33	40.93	12.46	.908	N.S.
Years of Formal Education	10.59	2.80	10.50	3.01	.317	N.S.
Years lived in Edmonton	19.15	14.45	20.42	14.92	.331	N.S.
Income Category ^a	2.73	.93	2.72	.90	.115	N.S.

^a Income Categories

Below \$3,000	1
\$ 3,000 - 5,999	2
\$ 6,000 - 9,999	3
\$10,000 - 14,999	4
\$15,000 and over	5

TABLE 2

CANADA: LABOR FORCE (in thousands)
FORECASTS

	Males	Females	Persons	Annual Growth
1954	5,065	2,076	7,141	---
1966	5,152	2,138	7,290	149
1967	5,257	2,235	7,492	202
1968	5,367	2,331	7,698	206

(Source: Dominion Bureau of Statistics
Labor Force, Dhalla, 1966)

education and income distribution, with that of the general population of Edmonton, no figures were available that could be directly compared. However, the Dominion Bureau of Statistics, 1964 Estimates (Dhalla, 1966) published figures on the "educational attainment of the head of the household (p. 713)" and "number of households in different income groups in Edmonton City (p. 703)".

An investigation of Dominion Bureau of Statistics figures found that number of years of schooling was 9.5 for the heads of households in Edmonton with 70.1 per cent completing 12 or more years of education. Figures on the number of years of education of respondents in this study are shown in Table 3.. It was found that the average number of years of education was 10.5 with 50.9 per cent completing 12 or more years of education. It must be noted that although many subjects in the sample would have been heads of households, one cannot compare the sample directly with that grouping as classified by the Dominion Bureau of Statistics.

Looking at annual income of respondents as reported in Table 4 it was found that 35.3 per cent and 40.5 per cent were in the income categories \$3,000 - 5,000 and \$6,000 - 9,999 respectively as compared to 40.0 per cent and 31.2 per cent of heads of households in the same categories computed by the Dominion Bureau of Statistics (Dhalla, 1966, p. 703). Reviewing the lower and upper ranges of annual income categories of respondents it was found that 6.7 per cent were earning below \$3,000 while 17.5 per cent were above the \$10,000 bracket. Using Dominion Bureau of Statistics figures 18.6 per cent of heads of house-

TABLE 3

NUMBER OF YEARS OF EDUCATION OF RESPONDENTS
(596 Reported Cases)

Years of Education	Frequency	Percentage
1	3	.5
2	3	.5
3	4	.6
4	3	.5
5	4	.6
6	13	2.1
7	16	2.6
8	72	12.0
9	51	8.5
10	49	8.1
11	79	13.1
12	242	40.3
more than 12	61	10.6

Mean Number of Years of Education - 10.5

Standard Deviation - 2.8

TABLE 4

ANNUAL INCOME CLASSIFICATION OF RESPONDENTS

Income Category	Respondents Reporting Income N = 595	Percentage of Respondents
Below \$3,000	40	6.7
\$3,000 - 5,999	210	35.3
\$6,000 - 9,999	241	40.5
\$10,000 -14,999	76	12.8
\$15,000 and over	28	4.7

holds were below \$3,000 and 10.1 per cent were above \$10,000 (Dhalla, p. 703).

While there are apparent differences, income distribution of the respondents and those of the heads of households in the Dominion Bureau of Statistics 1964 estimates are difficult to compare directly. Subjects between 1964 income figures and general income levels at the time of this study. Conclusions therefore cannot be drawn.

D. The Findings

The sample was composed of 473 males and 127 females. The distribution of age of respondents is reported in Table 5. It should be noted that Federal electoral listings included only Canadian citizens under 21 years of age or over. It was surmised that the one respondent under 21, a 17 year old male worker, filled in the questionnaire addressed to another person in the home.

The number of years of educational attainment of respondents was reported in Table 3. The range of education extended from one year to post-graduate work at the doctoral level. Twenty-five per cent of respondents were taking educational work in order to improve job qualifications however 75 per cent were apparently not doing any additional work in order to improve job qualifications (Table 6).

The mean number of years respondents lived in Edmonton was 19.4 years with a standard deviation of 14.5 years.

TABLE 5

DISTRIBUTION OF AGE IN YEARS OF RESPONDENTS
Reported Cases - 597

Age Category	Frequency
10 - 19	1
20 - 29	136
30 - 39	173
40 - 49	146
50 - 59	105
60 - 69	31
70 - 79	3
80 - 89	2

Mean Age - 40.1

Standard Deviation - 12.3

TABLE 6

RESPONDENTS TAKING COURSES OR EDUCATIONAL WORK
IN ORDER TO IMPROVE JOB QUALIFICATIONS
Reported Cases - 599

	N	Percentage
Respondents taking courses or educational work	150	25.0
Respondents not taking courses or educational work	449	75.0

In Table 7 it appears that 3.8 per cent of respondents were unemployed at the time of the study while 96.2 per cent were either working part or full-time.

The type of work reported by the respondents in the questionnaire was categorized and is presented in Table 8. The classification as used by the Dominion Bureau of Statistics was employed in order to facilitate an examination of the distribution of kinds of occupations of respondents.

The various methods of obtaining employment by respondents was researched and is classified as appears in Table 9. Two hundred fifty-one or 42.6 per cent claimed to have found employment by their own means without the assistance of another individual or employment service. Seventy-two or 12.2 per cent recorded finding employment either through a guidance counsellor or employment service.

The number of full-time jobs respondents have had during their working career was tabulated and is presented in Table 10. It was found that 33 respondents or 5.6 per cent had more than ten jobs during their working careers while 81.2 per cent had either one to five jobs during their working career.

The number of respondents who have not been unemployed for more than one month during their working career was 434. This entails 73.9 per cent of the respondents in the sample and is reported in Table 11.

Most respondents (79.5 per cent) recorded that they have been

TABLE 7

EMPLOYMENT STATUS OF RESPONDENTS
Reported Cases - 596

	N	Percentage
Full-time	546	91.7
Part-time	27	4.5
Unemployed	23	3.8

TABLE 8

OCCUPATIONAL CLASSIFICATION OF RESPONDENTS
Reported Cases - 576

Occupational Category	Number	Percentage
White Collar:		
Managerial	89	15.4
Professional and Technical	55	9.6
Clerical	69	12.0
Sales	53	9.2
Blue Collar:		
Craftsmen, Production process, etc.	196	34.1
Unskilled laborers	17	2.9
Other Occupations:		
Service and Recreation	58	10.1
Transport and Communications	28	4.8
Primary Industries (Farm, Gardening, Mining, Fishing, etc.)	11	1.9

TABLE 9

METHOD THROUGH WHICH EMPLOYMENT WAS GAINED BY RESPONDENTS

Reported Cases - 589

	Number	Percentage
A friend	94	16.0
A relative	34	5.8
A teacher	10	1.7
A guidance counsellor	2	.3
An employment service	70	11.9
On one's own	251	42.6
Other*	128	21.7

* "Other" included respondents' own comments, if none of the above categories applied. E.g.: company or association contact; company job offer; respondent reporting being self-employed.

TABLE 10

NUMBER OF FULL-TIME JOBS RESPONDENTS HAVE HAD
DURING THEIR WORKING CAREER
Reported Cases - 590

	Number	Percentage
One job	137	23.2
Two to five jobs	342	58.0
Six to ten jobs	78	13.2
More than ten jobs	33	5.6

TABLE 11

UNEMPLOYMENT OF RESPONDENTS DURING WORKING CAREER
Reported Cases - 587

	Number	Percentage
Respondents who have never been unemployed for more than one month	434	73.9
Respondents who have at some time been unemployed for more than one month	153	26.1

happy or satisfied in most of their jobs in the past (Table 12).

The rating of degree of happiness and satisfaction in present job was recorded by respondents on a 5-point scale (Table 13). The reader will note that only 9.0 per cent of respondents recorded that they were very unhappy or fairly unhappy with their present job while 62.7 per cent reported they were either very happy or fairly happy with their present jobs.

The number of respondents who have taken a test to measure job or occupational interests is reported in Table 14. Fifty-nine per cent of the respondents had never taken an occupational interest test. Some 22.2 per cent had taken such a test after leaving school while the remaining 18.7 per cent had a test while still in school.

Two hundred ninety-nine respondents or 50.2 per cent recorded that it would help if vocational counselling were available (Table 16).

The number of respondents who recorded they have received job counselling from Canada Manpower is reported in Table 17. Ninety-three per cent of respondents claimed they had not received job counselling from Canada Manpower.

Sixty-seven, or 11.2 per cent of respondents recorded that they have received information about jobs from a guidance counsellor other than Canada Manpower. This is a higher percentage than those respondents who reported having received job counselling from Canada Manpower and is presented in Table 18.

TABLE 12
HAPPINESS OR SATISFACTION OF RESPONDENTS
IN MOST JOBS IN THE PAST
Reported Cases - 580

	N	Percentage
Respondents reporting that they have been happy or satisfied in most of their jobs in the past.	461	79.5
Respondents reporting that they have not been happy or satisfied in most of their jobs in the past..	119	20.5

TABLE 13
NUMBER OF RESPONDENTS RECORDING THEIR INDIVIDUAL RATINGS
ON A SCALE FOR DEGREE OF "HAPPINESS AND SATISFACTION"
IN PRESENT JOB
Reported Cases - 585

	N	Percentage
Very happy	199	34.0
Fairly happy	168	28.7
Satisfactory	165	28.2
Fairly unhappy	37	6.3
Very unhappy	16	2.7

TABLE 14

NUMBER OF RESPONDENTS WHO HAVE TAKEN
A JOB OR OCCUPATIONAL INTEREST TEST
Reported Cases - 598

	N	Percentage
Respondents who have had a test to measure job or occupational interests while in school	112	18.7
Respondents who have had a test to measure job or occupational interests after leaving school.	133	22.2
Respondents who have never had a test to measure job or occupational interests	353	59.0

TABLE 15

NUMBER OF RESPONDENTS WHO REQUIRE
MORE INFORMATION ON JOBS AND CAREERS
Reported Cases - 590

	N	Percentage
Respondents who felt they required more information on jobs and careers.	299	50.2
Respondents who felt they did not require more information on jobs and careers.	291	49.8

TABLE 16

NUMBER OF RESPONDENTS
DESIRING VOCATIONAL COUNSELLING SERVICES
Reported Cases - 594

	N	Percentage
Respondents who recorded that it would help if vocational guidance counselling were available.	298	50.2
Respondents who recorded it would not help if vocational guidance counselling were available.	296	49.8

TABLE 17

NUMBER OF RESPONDENTS WHO HAVE RECEIVED
JOB COUNSELLING FROM CANADA MANPOWER
Reported Cases - 600

	N	Percentage
Respondents who recorded that they have received job counselling from Canada Manpower.	42	7.0
Respondents who recorded that they have not received job counselling from Canada Manpower.	558	93.0

TABLE 18

RESPONDENTS WHO HAVE RECEIVED INFORMATION
ON JOBS FROM A GUIDANCE COUNSELLOR OTHER THAN CANADA MANPOWER
Reported Cases - 598

	N	Percentage
Respondents who recorded that they have received information about jobs from a guidance counsellor other than Canada Manpower.	67	11.2
Respondents who recorded that they have not received information about jobs from a guidance counsellor other than Canada Manpower.	531	88.8

The classification of responses as to where respondents would look for a vocational guidance counsellor other than Canada Manpower was tabulated and is presented in Table 19. Two hundred sixty-three respondents claimed they did not know where to look for job counselling and 61 respondents did not submit an answer to this question. Ninety-seven or 16.2 per cent of respondents said they would seek out job counselling through an educational institution which were denoted as a public school, the Northern Alberta Institute of Technology or the University of Alberta.

Respondents expectations when using the services of a vocational guidance counsellor were classified and tabulated as presented in Table 20. The highest frequency of response was the desire for knowledge regarding occupational interests and information on type of work that would be most suitable for the respondent. Ninety-seven or 15.3 per cent of the responses indicated that respondents expected a vocational guidance counsellor to provide an employment service and therefore give information on available jobs, act as a placement officer, and assist in the hiring process. One hundred fifty-one or 23.8 per cent of the responses stated that the respondent did not know what services to expect from a vocational guidance counsellor.

E. Statistical Analysis

The relationship among a number of items were analysed using contingency tables and applying chi square tests of independence.

1. The relationship between the number of full-time jobs respon-

TABLE 19

CLASSIFICATION OF RESPONSES AS TO WHERE RESPONDENTS
WOULD LOOK FOR A JOB COUNSELLOR
(VOCATIONAL GUIDANCE COUNSELLOR)
OTHER THAN CANADA MANPOWER
Reported Cases - 600

	N	Percentage
Respondents that did not know where to look for job counselling.	263	43.8
A Public School.	58	9.7
Union or Professional Association	51	8.5
Welfare or Social Assistance Department	27	4.5
Professional Agency (Industrial Psychologists, etc.)	26	4.3
Northern Alberta Insitutue of Technology	21	3.5
Personnel Department at Place of Work	21	3.5
Authority in the Field of Interest (investigate through personnel officials or management in area of interest)	20	3.3
University of Alberta	18	3.0
Unemployment Commission ^a	11	1.8
Respondents who claimed they would not seek out a job counsellor or that it was "non-applicable" to them	23	3.9
Respondents not giving an answer or response	61	10.2

^a Unemployment Commission was formerly the name applied to Canada Manpower.

TABLE 20

CLASSIFICATION OF RESPONSES AS TO WHAT RESPONDENTS
WOULD EXPECT OR WISH TO KNOW WHEN USING THE SERVICES OF
A VOCATIONAL GUIDANCE COUNSELLOR

Number of Cases - 556^a

Number of Responses - 634^b

	N	Percentage
Information on type of work most suited to and job interest.	155	24.5
Respondents that did not know what services to expect from a vocational guidance counsellor.	151	23.8
Information on jobs available (employment service).	97	15.3
Information on other opportunities avail- able within same qualifications range.	51	8.0
Information on future occupational outlook and newly-created occupations in same field of employment.	44	6.9
Aptitude testing, personality assessment, and mental ability testing.	43	6.8
Occupational Information (nature of the work, conditions, job security, salary, fringe benefits, etc.).	41	6.5
Personnel characteristics employers desire of employees, information on how to be in- terviewed and how to apply for positions, etc.	25	3.9
Responses that asserted no need for informa- tion or the services of a vocational guidance counsellor.	27	4.3

^a 44 respondents did not give an answer.

^b In some cases respondents gave more than
one response.

dents have had during their working career and whether they were happy or satisfied in most jobs in the past was analysed.

TABLE 21
RELATION BETWEEN NUMBER OF JOBS AND
HAPPINESS OR SATISFACTION

		Number of Jobs				
		One job	Two to five jobs	Six to ten jobs	More than ten jobs	
Happy or or Satisfied	Yes	116	266	55	22	459
	No	13	73	22	11	119
		129	339	77	33	578

$$\chi^2 = 15.750 *$$

* Significant at .01 level

It was concluded that the two variables were associated. An examination of Table 21 indicates that although 79.4 per cent of all respondents were generally happy in their jobs. This increased to 89.9 per cent when only one job was involved. One-third of all workers holding more than ten jobs indicated general dissatisfaction. In general, it can be concluded that the greater the number of jobs held, the higher the probability for such a worker to be dissatisfied with his present employment.

2. The relationship between respondents' feelings of whether or not they were happy or satisfied in most jobs during their working career and whether or not it would help if job counselling were avail-

able was analysed.

TABLE 22

RELATIONSHIP BETWEEN JOB SATISFACTION AND WHETHER IT
WOULD HELP IF JOB COUNSELLING WERE AVAILABLE

		Happy or Satisfied		
		Yes	No	
It would help if job counselling were available	Yes	209	77	286
	No	247	41	288
		456	118	574

$$\chi^2 = 14.143 *$$

* Significant at .01 level

It was concluded that the two variables were not independent. About half of the respondents indicated job counselling would be helpful. When related to general job dissatisfaction this proportion included almost two subjects desiring job counselling to each one who did not desire job counselling. Of all subjects, 77 or 13.4 per cent indicated both a general job dissatisfaction and a desire for counselling.

Two hundred forty-seven or 43.0 per cent of the total number of respondents recorded being happy and satisfied in most jobs in their working career and that it would not help if job counselling were available.

3. The relationship between the number of full-time jobs and

whether respondents have had an occupational interest test while in school, after leaving school, or not at all was analysed.

TABLE 23
RELATIONSHIP BETWEEN NUMBER OF FULL-TIME JOBS
AND OCCUPATIONAL INTEREST TESTING

		Number of Jobs				
		One job	Two to five jobs	Six to ten jobs	More than ten jobs	
Job or occupa- tional interest test	While in school	32	63	14	2	111
	After leav- ing school	27	71	21	11	130
	Never	77	208	42	20	347
		136	342	77	33	588

$$X^2 = 8.494 \text{ (N.S.)}$$

It was concluded there was no relationship between number of jobs held and whether the worker ever took a vocational interest test.

4. The relationship between the number of full-time jobs during the working career and yearly income bracket of respondents was analysed.

TABLE 24

RELATIONSHIP BETWEEN NUMBER OF JOBS AND YEARLY INCOME

		Number of Full-Time Jobs				
Yearly Income Bracket		One job	Two to five jobs	Six to ten jobs	More than ten jobs	
	Below \$3000	15	14	6	3	38
	\$3000- 5999	53	129	17	9	208
	\$6000- 9999	43	140	38	14	235
	Over 10,000	24	55	17	7	103
		135	338	78	33	584

$$\chi^2 = 19.126 *$$

* Significant at the .05 level

It was concluded the two variables were related. The higher the income, the higher the probability that subjects will have changed jobs more frequently in the past. On the other hand subjects with lower incomes tend to have been limited to not more than five jobs in the past. Of those subjects earning under \$6,000 annually 85.7 per cent have had less than six jobs. Of those subjects earning in excess of \$6,000 annually, 77.5 per cent fell in this category.

CHAPTER 5

CONCLUSIONS AND IMPLICATIONS

A. Summary

This study investigated the extent and type of existing need for adult vocational counselling facilities in the city of Edmonton. It was assumed that there is a need to make such services available to working youth and adults who are outside institutions offering counselling facilities.

To this end a questionnaire was constructed composed of items relating to the worker's status and employment background, ratings of job satisfaction, whether workers had ever taken an occupational interest test or required more career information, and the benefit of vocational counselling services. Some items were designed to secure information as to where workers would seek vocational counselling and what they would expect or wish to know when using these services. Responses to such questions provided information on the nature of the assumed need.

Data were gathered from 600 respondents of the original 1,000 subjects chosen. Four hundred fifty-seven questionnaires were returned through the mail and 143 respondents were contacted by telephone.

Data were analysed and the main findings revealed that about

half of the respondents indicated a need for more information on jobs and careers (Table 15). Half the respondents also recorded that it would help if vocational counselling were available (Table 16). About one worker in five reported unhappiness in most past jobs (Table 12) while less than one worker in ten recorded being unhappy to some degree with their present employment (Table 13).

B. Conclusions

The findings of this study revealed that 50 per cent of working adult respondents indicated a need for career information and vocational counselling services.

More specifically, to answer the questions posed in Chapter 3 (p. 19):

1. One hundred nineteen subjects or 20.5 per cent of the respondents reported they have not been happy or satisfied with most jobs in the past, and 53 subjects or 9.0 per cent of the respondents reported not being happy in their present job. Of the 119 subjects reporting occupational dissatisfaction, 64.7 per cent recorded that it would be helpful if vocational counselling were available.

Two hundred nine respondents (34.6 per cent) reported that it would help if job counselling were available even though they also reported themselves as happy or satisfied with most jobs in their working careers.

2. Two hundred ninety-nine or 50.2 per cent of the subjects felt they required more information on occupations and careers.

3. Three hundred fifty-three or 59.0 per cent of the subjects have never had the opportunity to take an occupational interest test.

4. Five hundred thirty-one or 88.8 per cent of the subjects have never sought occupational information through a vocational guidance counsellor.

5. Two hundred ninety-eight or 50.2 per cent of the subjects recorded it would help if vocational guidance and counselling services were available.

6. One hundred forty-seven subjects have been dissatisfied with both past and present occupations. Of this number, 83 or 56.5 per cent had less than a grade twelve education.

7. Thirty-three subjects held ten or more jobs and had less than a grade twelve education. Of this number only three earned less than \$3,000 annually.

8. One hundred four subjects who have never had any kind of professional assistance in the form of vocational counselling have been unhappy or dissatisfied with most jobs in the past.

In addition, a significant relationship exists between the

following variables:

The majority of respondents (81.2 per cent) reported holding not more than five jobs, and 81.1 per cent of this majority recorded being happy or satisfied. On the basis of the findings it was concluded that those respondents who had held a greater number of jobs were more likely to be unhappy and dissatisfied with their jobs.

C. Implications

Findings emerging from the study lead to suggestions and recommendations regarding the nature of the need for vocational guidance and counselling among working adults.

The findings support the claim that a need for career information and vocational counselling facilities exists for a substantial proportion of working adults in the city of Edmonton. In addition, 43.8 per cent of subjects did not know where to look for job counselling other than Canada Manpower. This suggests a need for implementation of new vocational counselling services. In view of this and in face of the demands of a newly emerging and progressive technology it seems feasible, within the following suggested objectives, that the implementation of a post-school vocational guidance and counselling service would contribute to the community by assisting youth and adults in their vocational development.

D. Recommended Objectives

1. General

a. Assist individuals to choose direction for their efforts and attain the fullest possible development in vocational decision making.

b. Assist the individual to better understand himself, his environment, carry out plans for his development by capitalizing on the highest interests, aptitudes and demonstrated abilities.

2. Specific

a. The use of occupational and career information directed towards helping clients to find out about educational courses and training programs; explore occupations related to a demonstrated interest within the estimated capabilities of the individual; provide information regarding inquiries on scholarships, bursaries, financial future and qualifications required in various occupations.

b. Developmental counselling which ventures into personal and emotional areas which are related to satisfactory decision making and job adjustment. This involves testing and counselling to assess interests, aptitudes, abilities, personal and social adjustment, attitudes towards work, occupational outlook, and vocational maturity in order to best assist the individual in his career development.

In view of the findings the availability of vocational guidance and counselling facilities for adults is limited, therefore making it difficult for many to obtain the assistance they presumably need and desire. A possible interpretation of the findings might be that many subjects require intensive specialist services which are not readily available. Implementation of new vocational guidance and counselling facilities offering professional assistance not only to school dropouts, unemployed youths and adults but displaced and dissatisfied workers may provide some solution to these problems. The goal of "guidance for all" tends not to have been realistically met by existing facilities offering services in the vocational area. As a consequence of the information gained from this study it is hoped that the expansion of counselling services, with a program designed to meet the vocational needs of youth and adults, will be implemented in the city of Edmonton.

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APPENDIX A

Code No. _____

CONFIDENTIALQUESTIONNAIRE SURVEY

This questionnaire is part of a study by the University of Alberta to help find out what vocational problems (unhappiness with work, choice of occupations, etc.) exist among workers. It will also be used to find out if there is a need for vocational guidance (help with getting suitable training and information about jobs, etc.) for working people.

Please Note:

Your opinion is important! You have been selected as we need your opinion to help us in this study.

All information will be confidential and you will be identified only by the name code number above.

It is important to have an answer to every question. Please read each question carefully and underline the single correct answer or fill in the information requested.

1. Sex: Male _____
Female _____

2. Age _____

3. Highest school grade completed _____

4. How many years have you lived in the Edmonton area? _____

5. Are you taking any courses or educational work in order to improve your job qualifications?

yes 1

no 2

6. Are you now working? (answer only one).

full time 1

part time 2

7. What type of work do you do? _____

8. Did you find your present job through: (answer only one)

a friend 1

a relative 2

a teacher 3

a guidance counsellor . . 4

an employment service . . 5

on your own 6

if none of the above, please

explain _____

9. Have you ever been out of work for more than one month?

yes 1

no 2

10. How many full time jobs have you had during your working career?

(circle only one answer)

one job 1

not more than five jobs . 2

not more than ten jobs . 3

more than ten jobs . . . 4

11. Do you feel you have been happy or satisfied in most of your jobs
in the past?

yes 1

no 2

12. How happy or satisfied are you in your present job? (answer only
one)

very happy 1

fairly happy 2

satisfactory 3

fairly unhappy 4

very unhappy 5

13. Have you ever had a test to measure job or occupational interests?

while in school 1

after leaving school . . 2

never 3

14. Do you feel you need more information on jobs and careers?

yes 1

no 2

15. Would it help you if job counselling (vocational guidance counselling) were available to you?

yes 1

no 2

16. Have you ever received job counselling from Canada Manpower?

yes 1

no 2

17. (a) Have you ever received information about jobs from a guidance counsellor other than Canada Manpower?

yes 1

no 2

(b) if yes, where? _____

18. Where would you look for a job counsellor (vocational guidance counsellor) other than Canada Manpower? _____

19. What would you expect from (or what would you wish to know) when using the services of a vocational guidance counsellor?

20. Please indicate your yearly income bracket

Below \$3,000 1

\$3,000 - 5,999 2

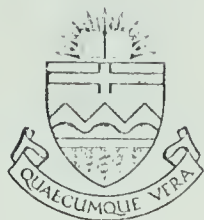
\$6,000 - 9,000 3

\$10,000 - 14,000 4

\$15,000 and over 5

APPENDIX B

FACULTY OF EDUCATION
DEPARTMENT OF EDUCATIONAL
PSYCHOLOGY



THE UNIVERSITY OF ALBERTA
EDMONTON, CANADA

July 15, 1968

Dear

We, at the University of Alberta, are trying to find out if there is a need for a job and career counselling service for adults.

I am hoping you would help me in obtaining information for this study by filling in the enclosed questionnaire.

Your name and all information will be confidential.

It is important that we have each questionnaire returned. Please find the enclosed self-addressed envelope for your convenience.

Thank you for helping me in this study.

FACULTY OF EDUCATION
DEPARTMENT OF EDUCATIONAL
PSYCHOLOGY



THE UNIVERSITY OF ALBERTA
EDMONTON, CANADA

October 25, 1968

Dear

Last month you received a questionnaire in the mail.

You were selected as we need your opinion to help us in a study to find if there is a need in the Edmonton Area for job and career counselling for adults.

In case you have lost or misplaced the questionnaire, please find one enclosed for your convenience. It is important that we have each questionnaire returned if our study is to be of any value to the Government.

Thank you for helping me in this study.

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